



North Tyneside Council

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iSupplier Portal

Conditions Of Use

These Conditions of Use set out the terms upon which the Authority will provide suppliers with access to NTC's iSupplier Portal.

A supplier can register as a user of NTC's iSupplier Portal ('Registered Supplier') upon acceptance and agreement to these Conditions of Use. These Conditions of Use should be read carefully by suppliers prior to registering.

Access to NTC's iSupplier Portal is provided free of charge. All User accounts will be inactivated if a Registered Supplier ceases to be an active supplier to the Authority.

NTC's iSupplier Portal enables Registered Suppliers to view and acknowledge purchase orders, submit change requests, view receipts, invoices and payments and view and acknowledge purchase order change. Following registration, the Authority will confirm to the Registered Supplier whether they are able to enter invoices on behalf of the Registered Supplier, for payment by the Authority.

The Authority does not guarantee uninterrupted error free access to its iSupplier Portal as technical matters such as telecommunications and internet provision are beyond the Authority's control. NTC's iSupplier Portal is normally available 23 hours per day. It is taken off-line daily between 20:00 and 21:00 and also periodically so that essential maintenance can be carried out.

NTC's iSupplier Portal is designed for use only by Registered Suppliers who have registered with the Authority and agreed to be bound by these conditions of use.

After registering on NTC's iSupplier Portal, the Registered Supplier shall notify the Authority of their appointed members of staff to access the iSupplier Portal who will be allocated a password and user ID to use whenever they access NTC's iSupplier Portal. Transactions cannot be viewed or processed without this password and user ID.

User Accounts will be disabled if there have been too many unsuccessful attempts to access NTC's iSupplier Portal using an incorrect password or user ID. Disabled user accounts can be reactivated using the Login Assistance from the Login page.

Acceptance of the Conditions of Use is implied each and every time a User appointed on behalf of the Registered Supplier logs into NTC's iSupplier Portal, including acceptance of changes to the Conditions of Use.

The Authority accepts no responsibility or liability for any loss suffered by the Registered Supplier as a result of:

- any fraudulent action on behalf of a User appointed by the Registered Supplier;
- any error or mistake made by a User appointed by the Registered Supplier;
- the unavailability of NTC's iSupplier Portal; or
- failure by the Registered Supplier or any user appointed on behalf of the Registered Supplier to carry out their responsibilities as laid out in this Agreement.

The Authority reserves the right to deactivate any User and / or Registered Supplier account at its absolute discretion.

Obligations of the Registered Supplier under these Conditions of Use:

1. The Registered Supplier may appoint up to 3 members of staff to be able to access NTC's iSupplier Portal on behalf of the Registered Supplier (Users) who will be allocated password and user ID to enable access to NTC's iSupplier Portal. In the event a Registered Supplier seeks additional user ID's they should contact the Authority.
2. Upon any User leaving the employment of the Registered Supplier or upon any other circumstance where the User is no longer authorised by the Registered Supplier to access NTC's iSupplier Portal on the Registered Suppliers behalf, the Registered Supplier shall contact NTC's iSupplier Administrator on (0191) 6435743 or (0191) 6537014 or by emailing AP.Supplier@northtyneside.gov.uk to deactivate the Users account immediately and in any event no later than 5 working days after the departure / loss of authority.
3. The Registered Supplier shall:
 - 3.1 ensure no staff member / other representative shall access the NTC iSupplier Portal without authority to do so;
 - 3.2 instruct all Users to ensure confidentiality of their user accounts by:
 - 3.2.1 ensuring their password and User ID are not shared with other individuals;

- 3.2.2 not writing down their password unless encrypted; and
 - 3.2.3 changing their password immediately if it becomes known to any other person (this can be done using the \preferences option at the top of the self service form).
- 3.3 notify BMS Support at North Tyneside Council immediately by emailing BMSSupport@northtyneside.gov.uk if they gain access to data upon NTC's iSupplier Portal to which the Registered Supplier is not entitled,
- 3.4 ensure that AP.Supplier@northtyneside.gov.uk is notified immediately via email if any User thinks or suspects that their password and user ID have been misused.
- 4. The Registered Supplier shall at all times maintain the confidentiality of data within NTC's iSupplier Portal. Such data should not be disclosed to any other individual and / or organisation for any purposes not connected with the management of the Registered Suppliers own Contract with the Authority.
- 5. In the event of:
 - 5.1 a fault in NTC's iSupplier Portal; or
 - 5.2 NTC's iSupplier Portal generates any unexpected messages;the Registered Supplier shall notify North Tyneside Council immediately by emailing AP.Supplier@northtyneside.gov.uk
- 6. The Registered Supplier has no authority to use data that you receive in error.
- 7. The Registered Supplier will ensure the Conditions of Use detailed upon NTC's iSupplier Portal are regularly reviewed for amendments.
- 8. The Registered Supplier shall nominate one User to be the Administrator who shall:
 - 8.1 advise the Authority via email to AP.Supplier@northtyneside.gov.uk to inactivate the account of any User that leaves the employment of or is no longer authorised by the Registered Supplier or ceases to have a business-need to access NTC's iSupplier Portal; and
 - 8.2 ensure that banking and other Registered Supplier details upon NTC's iSupplier Portal are accurately maintained and updated as appropriate;

(Following nomination only North Tyneside Council can assign Administrator privileges).

If as a supplier to the Authority you accept the invitation and set up an account on NTC's iSupplier Portal you are agreeing to these Conditions of Use.

Any personal information will only be used in order to allocate a user ID and passwords for the Registered Supplier to allow access to NTC's iSupplier Portal.